

*business*phone

...it's your business



*User's Guide*



BUSINESSPHONE 250  
BUSINESSPHONE 50


Standard Telephone  
Economy*plus* Telephone

ERICSSON 



# QUICK REFERENCE GUIDE


## ANSWER CALLS


Answer:  or **Line 1** 



Answer on another extension:  (Call ringing extension) **6**




## MAKE CALLS



Normal calls:  (Extension no.) or  (External no.)



Common abbreviated number:  (Abbreviated no.)

Dial by name: **Ericsson** 

Individual abbreviated number: **2'nd**  **Airport** 

Last external number redial:   

Save external number: **2'nd**  **Save/Redial**  (Before you finish the call)

Redial: **2'nd**  **Save/Redial** 


## YOU GET BUSY TONE OR NO ANSWER


Automatic call-back: **5**  (Lift handset when called back)


Camp on: **4** (Keep handset off hook)


Intrusion: **8**

## DURING CALLS



Switch to handsfree (Dialog 3211 & 3212 only): 

Switch to handset (Dialog 3211 & 3212 only): 



Group Listening: 

Individual hold: **Line 1**  (Flashing key to retake)



## INQUIRY



Ongoing conversation: **Inquiry**  

(Call 3rd party) **C**



Back to first party:  **Line 1** 


## REFER BACK


Press flashing key to connect: **Line 1**  or **Line 2** 

 or **Inquiry** 



## CONFERENCE

Ongoing conversation: **Inquiry**  



(Call 3rd party) **2'nd** 

**Conference** 


## TRANSFER


Transfer a call: **Inquiry**  


(Call 3rd party)

**Transfer**  or  (Before or after answer)

## MESSAGES



"Call me": **Message**  **#**

Voice: **Message**  **9** *Speak*



Play-back: 





Re-record: **9** *Speak*



Send: **#**



Receive messages: **Message**  



## CALL FORWARDING



Fixed diversion: **2'nd**  **Diversion** 


Individual diversion:  **2'nd**  **Diversion**   (New no.)


**2'nd**  **Diversion** 


Cancel diversion: **2'nd**  **Diversion** 



Follow me, re-direct from answering extension:  **2** **1** 


 (Own no.) 

 (New no.) **#**




Cancel from ans. extension: **#** **2** **1** 



 (Own no.) **#**



Bypass call forwarding:  **6** **0** 

 (Extension no.) **#**

## INFORMATION

Enter information (pre-text): **2'nd**  **Info**  

 (Enter "Info code" + "completing info" from list below) **#** 

Erase information: **2'nd**  **Info** 

**0** **#**

	info code	completing info
Time of return	1.	hour (00-23) minute (00-59)
Date of return	2.	month (01-12) day (01-31)
Lunch	3.	back at, hour minute
Meeting	4.	back at, hour minute
Vacation	5.	back, month day
Illness	6.	back, month day

# IMPORTANT NUMBERS

## IMPORTANT NUMBERS

<i>Number</i>	<i>Function</i>
.....	Account number 1
.....	Account number 2
.....	Automated attendant
.....	Background music number
.....	Common bell
.....	Common mailbox number
.....	Direct inward system access (DISA)
.....	Doorphone
.....	External line number 1
.....	External line number 2
.....	Group call pick-up
.....	Individual mailbox number
.....	Least cost routing
.....	Password
.....	Tie line number 1
.....	Tie line number 2

## POST DIALLING DIGITS

<i>Number</i>	<i>Function</i>
.....	Answer calls on another extension
.....	Automatic call-back
.....	Call waiting
.....	Camp-on
.....	Intrusion
.....	Radio paging

## ABBREVIATED NUMBERS

### *Common Abbreviated Numbers*

.....	.....
.....	.....
.....	.....

### *Individual Abbreviated numbers*

* * 0	.....
* * 1	.....
* * 2	.....
* * 3	.....
* * 4	.....
* * 5	.....
* * 6	.....
* * 7	.....
* * 8	.....
* * 9	.....

BUSINESSPHONE 250 / BUSINESSPHONE 50  
STANDARD / ECONOMY*plus*TELEPHONES, DIALOG 3211 / 3212

USER'S GUIDE

EN/LZTBS 102 095 R3A

Copyright © 1998. Ericsson Austria AG. All rights reserved.

This document contains proprietary information which is protected by copyright. No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying, recording, or by any information storage and retrieval system, or translated into another language, without prior written consent of Ericsson Austria AG, Vienna, Austria.

The information in this document is subject to alteration without prior notice.

ERICSSON MAKES NO WARRANTY OF ANY KIND WITH REGARD TO THIS MATERIAL, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. Ericsson shall not be liable for errors contained herein nor for incidental or consequential damages in connection with the furnishing, performance or use of this material.

Ericsson Austria AG  
Business Group BusinessPhone  
Pottendorfer Strasse 25-27  
A-1121 Vienna, Austria  
Telephone: +43-1-81 100-0  
Telefax: +43-1-81 100-699

Welcome to the User's Guide for the Standard and Economy*plus* telephones in the BusinessPhone 250 / BusinessPhone 50 system from Ericsson.

It is a state-of-the-art business communications system. Its alliance of features and facilities effectively improves communications for virtually any kind of organization.

To take full advantage of these advanced features and facilities there is a line of phones, designed for ease of use in every situation.

Your phone is equipped with programmable keys for single-key access to frequently used functions and numbers. On the Standard phone, step-by-step instructions in the display assist your actions on the phone. Only a selected number of display images, however, are shown in the User's Guide for your reference.

The User's Guide describes the facilities of the BusinessPhone system and the telephones with factory default programming. There may be some differences in the way your phone is programmed. Please consult your system administrator if you need further information.

Function descriptions that do not include speaking in the handset, are described as off-hook, if nothing else is stated. Instead of pressing the "Clear-key", you can always replace the handset.

The dual-functions keys allow two functions to be combined on the same keys, the primary shown above and the secondary shown below the line. To access the secondary function, you just press the key 2nd and then the function key.

Example:

To access the Information function:

**Press the key 2nd** 

**then press the combined key Message/Info** 

Dialog 3211 / 3212  
BusinessPhone 250 / BusinessPhone 50

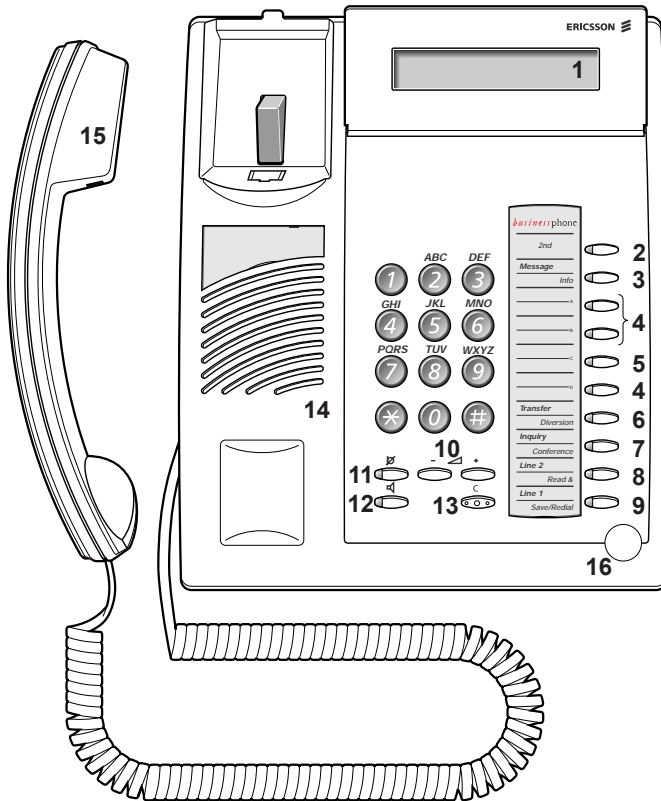
**Table Of Contents**

	page
Description .....	5
Incoming calls .....	7
Outgoing calls .....	9
During calls .....	12
Call forwarding .....	17
Information .....	21
Internal messages .....	25
Mailbox system .....	27
Abbreviated numbers .....	31
Call Metering.....	35
Group facilities .....	36
Other useful facilities .....	40
Security .....	46
Least Cost Routing .....	48
ISDN facilities .....	49
Optional equipment .....	55
Programming.....	58
Display info .....	62
Visual signals .....	63
Audible adjustments .....	64
Tones and signals .....	66
Glossary .....	67
Installation.....	69
Useful hints .....	71
Index .....	72
Quick reference guide .....	75

## DESCRIPTION

The graphic below is valid for the Standard as well as the Economyplus telephone.

*Note: The Economyplus telephone is not equipped with a display.*



- 1 Display (Standard telephone only)**  
2x20 characters. See section "Display info".
- 2 2nd**  
Key for access to secondary key functions (These functions are stated on the second line of the corresponding key).
- 3 Message / Info**
  - a. To send and receive messages. See section "Internal messages".
  - b. Enter information. See section "Information".

(continued)

**DESCRIPTION**  
(continued)

- 4 Dual-function programmable keys (A-D)**  
Storing numbers and program functions.  
See section "Programming".
- 5 Dual-function programmable key (C) / Headset key**
  - a. Storing numbers and program functions.
  - b. The headset function is only available with option unit (DBY 410 02) installed. The headset key is programmed by the system administrator. See section "Optional equipment".
- 6 Transfer / Diversion**
  - a. Transfer an ongoing call. See section "During calls".
  - b. Activate/Deactivate diversion. See section "Call forwarding".
- 7 Inquiry / Conference**
  - a. To make an inquiry to an internal or external party.
  - b. To establish a telephone conference.  
See section "During calls".
- 8 Line 2 / Read & (Standard telephone only)**
  - a. Line key 2 for in and outgoing calls.
  - b. Read information (Standard telephone only).  
See section "Information".
- 9 Line 1 / Save/Redial**
  - a. Line key 1 for in and outgoing calls.
  - b. Save or redial an external number. See section "Outgoing calls".
- 10 Volume control**  
To adjust the volume. See section "Audible adjustments".
- 11 Mute**  
To switch the microphone on or off. See section "During calls".
- 12 Loudspeaker on/off**  
To switch the loudspeaker on or off. See section "During calls".
- 13 Clear**  
To disconnect calls or to clear the display in programming.
- 14 Loudspeaker**
- 15 Handset with hearing aid function**  
*Please note: The handset may retain small metal objects in the earcap region.*
- 16 Microphone**  
*Note: Not available on the Dialog 3201 and 3202 telephones.*



## INCOMING CALLS

### GENERAL

A ringing signal and a flashing lamp indicates an incoming call.

On the Standard telephone, the display shows the number of the internal caller, if you are connected to a digital trunk line (ISDN), you will also see the number of the external caller (see also section "ISDN facilities"). A trunk line is the same as an external line.

## ANSWER CALLS



**Lift the handset**

### Handsfree



**Press without lifting handset**

or



**Press without lifting handset**

You are connected to the caller via the loudspeaker and microphone.



**Press to terminate a handsfree call**

*Note: Handsfree function is not available on the Dialog 3201 and 3202 telephones.*

### On another extension



**Call the ringing extension**

You receive busy tone.




**Press**

(continued)

### ANSWER CALLS (continued)

#### Allow calls on line 2

If you want to receive calls also while speaking you first need to program "Free on 2nd access" on a programmable key. See section "Programming".

*Free on 2nd access* 

#### **Press to activate / deactivate Free on 2nd access (pre-programmed)**

When Free on 2nd access is active the lamp lights and you can receive calls while speaking.

---

#### Answer a second call

You are on the phone, when a muted ringing signal and a line key flashes to indicate a new incoming call:

*Line 2* 

#### **Press the flashing line key**

The first call is parked.

To switch back to the first call:

*Line 1* 

#### **Press the first line key**

The second call is parked. You are connected to the first caller.



#### **Press if you want to terminate the ongoing call**

## OUTGOING CALLS GENERAL

Sometimes you make a call but the person isn't available. These functions will help you in your attempts to establish contact with the called party.

## MAKE CALLS

How to make internal and external calls.



**Lift the handset and dial either:**



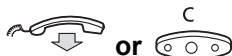
**An extension number to make an internal call,**

**or**



**The digit(s) for external calls and external number**

*Note: Which digit to press for external calls, depends on the configuration of the system.*



**To end the call**

*Note: You can make your calls faster, using common abbreviated numbers and by programming your own abbreviated numbers.*

## Handsfree

Without lifting the handset, just press a line key, or the loudspeaker key, or the first digit of the number. The call is in handsfree mode, via the loudspeaker and microphone.  
*Note: Handsfree function is not available on the Dialog 3201 and 3202 telephones.*

## LAST EXTERNAL NUMBER REDIAL

When you initiate an external call the system automatically stores all the dialled digits, irrespective of whether the call was successful or not.



**Press to redial the last dialled external number**

The display will show the dialled number.

### SAVE EXTERNAL NUMBER

When you make an external call, you can save the number in order to redial it easily. Previously saved number is erased.

#### Save number

2nd 

Before you quit the call:

**Press**

Save/Redial 

**Press to save the dialled number**

#### Redial number

2nd 

**Press**

Save/Redial 

**Press to redial the saved number**

### AUTOMATIC CALL-BACK

You call an extension and receive busy tone or get no answer.

5

**Press**

Verification tone.



or



**Press or replace the handset to finish the procedure**

You are called back if the extension finishes the ongoing call or the next time the extension finishes a new call. You have to answer within eight seconds otherwise the call-back service is cancelled.



**Lift the handset when you are called back**

(You can also press the line or loudspeaker key to answer in handsfree mode.)

---

**BUSY EXTENSION**

You call an extension and receive busy tone.

---

**Camp-on**

You can notify a busy extension of your call by a muted ringing call (if this function is allowed).

④

**Press to camp on**

Keep the handset off hook. When the called extension replaces the handset, it will be called automatically.

*Note: If you receive the busy tone again, the desired extension does not allow camp-on.*

---

**Intrusion**

You can intrude on an ongoing call on a busy extension (if this function is allowed).

⑧

**Press to intrude**

Intrusion tone is heard and a three-party call is established. When the called extension replaces the handset and you keep off hook, the called extension will be recalled automatically.

*Note: If you still hear the busy tone, then your extension does not have the authority to intrude or the desired extension is protected against intrusion.*

### DURING CALLS GENERAL

The BusinessPhone 250 /BusinessPhone 50 system allows you to handle calls in many different ways. You can switch between handset and handsfree/group conversation, mute the microphones, make an inquiry, transfer the call, create a conference or put the call on hold to perform other tasks.

### GROUP LISTENING

You have an ongoing conversation via the handset.



#### **Press to switch the loudspeaker on or off**

When the lamp lights, the loudspeaker monitors the call.

*Note: You can adjust the volume, see section "Audible adjustments".*

### FROM HANDSET TO HANDSFREE

You have an ongoing conversation via the handset.



#### **Press to switch the loudspeaker on**

You are now in the group listening mode.



#### **Replace the handset**

Handsfree conversation.

*Note: You can adjust the volume, see section "Audible adjustments".*



#### **Press to end the call**

*Note: Handsfree function is not available on the Dialog 3201 and 3202 telephones.*

### FROM HANDSFREE TO HANDSET

You have an ongoing handsfree conversation.



#### **Lift the handset**

Conversation via the handset.

*Note: Handsfree function is not available on the Dialog 3201 and 3202 telephones.*

**MUTE**

You have an ongoing conversation.

**Press to switch the microphones on or off**

When the lamp lights, the caller will not be able to hear the conversation in your room.

**INQUIRY**

During an ongoing conversation you like to make an inquiry to an internal or external party.

*Inquiry*

**Press**

The first call is put on hold (the lamp flashes slowly).

**Call the third party**

When the third party answers you can switch between the calls, create a conference and end one of the calls.

**End inquiry****Press to end the inquiry call**

The second call is disconnected.

*Line*

**Press to retake the first call**

Now you are connected to the first party.

**REFER BACK**

You have an ongoing conversation on e.g. Line 2 and want to refer back to the parked call on Line 1. The lamp flashes at the parked call.

*Line 1*

**Press to park the second call**

First call is connected.

*Inquiry or Line 2*

**Press to park the first call**

Second call is connected.

**Press to end the ongoing call**

### TRANSFER

You have an ongoing internal or external conversation and you want to transfer the ongoing call.

**Inquiry**



**Press**



#### **Call the third party**

You can transfer the call before answer or wait for answer.

***Note:** Make sure, that you are connected to the desired party. Please read the notes and warnings in section "Useful hints".*

**Transfer**



**Press**

**or**



#### **Replace the handset**

The call is transferred. External calls might only be transferred with the Transfer-key, if this state of connection is allowed by the system-programming.

---

### **Transfer to a busy extension**

You can even transfer calls to busy extensions. The other party will hear a muted signal (camp-on), and the call will be extended, as soon as the ongoing call is terminated (if camp-on is allowed).

---

### **Call-back**

You are called back, if you have transferred an external call and the other extension has not answered the call within a certain time. Your telephone will ring again.



**CONFERENCE**

You have an ongoing conversation and you want to establish a telephone conference.

**Inquiry** 

**Press**



**Call the third party**

**2nd** 

**Press**

**Conference** 

**Press to establish a three party conference**

Now you have established a three party conference. To mark the conference, all conference members will hear a periodical conference tone.

**Repeat the procedure to include other persons to the conference**

In this way, you can include up to six parties in a conversation. How many of them can be external callers depends on the programming of the system.

15 Sep 10:35	+15°
CONFERENCE	S

**INDIVIDUAL HOLD**

You have an ongoing conversation, i.e. the "Line 1"-key is lit. Now you want to park the ongoing call for a short while.

**Line 1** 

**Press the line key**

The lamp flashes slowly.

**Line 1** 

**Press again to retake the parked call**

### COMMON HOLD

*Hold* 

#### **Press (pre-programmed)**

The line key lamp flashes slowly. The call can be picked up on any extension within one minute, or else it will recall on the holding extension.

*Line 1* 

#### **Press to pick up on own extension**

**or**

Pick up on another extension:



#### **Call the extension that put the call on hold**



**Press**

## CALL FORWARDING GENERAL

When you are not available to take calls or decide to answer your calls on another extension, it is useful to forward your calls to an alternate answering position.

If you urgently need to talk to someone who has forwarded his calls, the system is also equipped with a bypass function.

*Note: You can still make calls as usual.*

---

### Diversion on no reply

If you are not available to answer incoming calls (internal or external), your system administrator can program your extension to automatically divert calls to a programmed diversion address (default time: 15 seconds).

---

### Diversion on busy

If your extension is busy and you receive an incoming call (internal or external), your system administrator can program your extension to automatically divert the call to a programmed diversion address.

---

## FIXED DIVERSION


This function directs your calls to a pre-programmed answering position (e.g. secretary).

---

### Activate fixed diversion

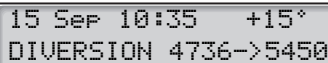
2nd 

**Press**

Diversion 

**Press to activate diversion**

All calls to your extension are directed to a pre-programmed address. The display shows the actual diversion state.





---

### Cancel diversion

2nd 

**Press**

Diversion 

**Press to cancel diversion**

## PROGRAM FIXED

### DIVERSION ADDRESS

If you need to program a new diversion address:



**Dial to start programming**



**Press**



**Press**



**Dial new diversion address**



**Press**



**Press**

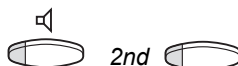


**Press to finish the procedure**

## INDIVIDUAL DIVERSION

This feature gives you the possibility to divert your calls to any directory number, e. g. to a colleague's extension or a common abbreviated number (e. g. your car telephone). Depending on the programming, external calls can also be diverted to an external diversion address (or otherwise to the operator).

### Activate individual diversion



**Press**

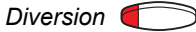


**Press and dial the new directory number**

Any directory number.



**Press**



**Press**

Special dial tone. The diversion lamp lights and remains lit. The display shows the actual follow me state.



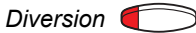
**Press to finish the procedure**

You can make outgoing calls as usual. A special dial tone reminds you that "Call forwarding" is active.

## Cancel diversion



**Press**



**Press**

Individual diversion is cancelled. The lamp extinguishes.

## FOLLOW ME

To activate Follow me, "Individual Diversion" must be active on your telephone.

## Activate Follow me



**Dial**



**Dial your number and press**



**Dial the new number and press**

Special dial tone.



**Press to finish the procedure**

(continued)

## FOLLOW ME (continued)

### Cancel Follow me

Follow me and individual diversion can also be cancelled from the answering position.



**Dial**



**Dial your number**



**Press**

Dial tone.



**Press to finish the procedure**

## BYPASS CALL FORWARDING

Bypass call forwarding makes it possible to call a specific extension, even if call forwarding is activated on this extension.



**Dial**



**Enter extension number**



**Press**

You will be connected to the specified extension, no matter if it has activated diversion direct, diversion on busy, diversion on no reply or follow me.

## INFORMATION GENERAL

If you are not in the office for a certain period of time (e.g. meeting, vacation, lunch, illness), this feature allows you to inform your callers why you are absent. External callers will be routed to the operator who also has access to your absent info.

***Note:** This will not work, if the voice information is used as a personal greeting for your individual mailbox.*

You can inform your callers with:

### 1) Pre-defined texts

Enter the reason for your absence and the date and time of your return.

### 2) Voice information

Record a voice message and name your absent information.

## ENTER INFORMATION

To store text or voice information.

2nd  Info 

### Press

When the information is activated, the Message/Info lamp shows a steady light. If a message arrives, the lamp starts flashing, see section "receive message".

**Select "Pre-defined text" or "Voice information"**

(continued)

ENTER INFORMATION  
(continued)

Pre-defined texts

From the table below:



Enter "Code" and



Enter "Completing info"

	Code	Completing info
Time of return	1	hour (00-23) minute (00-59)
Date of return	2	month (01-12) day (01-31)
Lunch	3	back at, hour minute
Meeting	4	back at, hour minute
Vacation	5	back, month day
Illness	6	back, month day



Press to enter the information



Press to finish the procedure

The programmed absence info will be shown on the display.

Internal callers receive the information on the display  
(or as spoken information to callers without display phone).

Pre-defined texts

Example:

*Vacation, back June 27*

2nd  Info 



If you do not know the time of return, just press #.  
Information active. Internal callers receive the information  
on the display (or as spoken information to callers without  
display phone). External callers will be routed to the operator  
who also has access to your absent info.




## Voice information

2nd  **Press**

Info   **Press and speak**

 **Press to play-back and listen to your recording**

 **Press and speak to re-record**

 **Press to activate**  
Information active.

 **Press to finish the procedure**

Internal callers will hear the information via the handset or the loudspeaker. External callers will be routed to the operator who also has access to your absent info.



*Note: You can dial your own extension number if you want to check your information.*

## ERASE INFORMATION, SAVE INFORMATION

2nd  **Press**

Info    **Press to erase info**

or

Info   **Press to deactivate and save for later use**  
Information is passive.

 **Press to finish the procedure**

(continued)

ERASE INFORMATION,  
SAVE INFORMATION  
(continued)

Use saved  
information



When the information is switched off:

**Press**



**Press to activate saved info**

The Message/Info lamp lights. Information is active.



**Press to finish the procedure**

RECEIVE INFO FOR  
DIVERTED CALLS

*Note: This chapter only applies to the Standard telephone.*

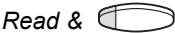
A colleague, Andersen, has programmed diversion to your extension. You answer a call to Andersen on your phone. The sign '&' or '%' indicates that Andersen has text or voice info programmed.

Text info programmed

ANDERSEN A	200&
BURNES B	210 S



**Press**



**Press and hold to read text info**

Voice info  
programmed

ANDERSEN A	200%
BURNES B	210 S



**Press**



**Dial Andersens number to receive the voice information**

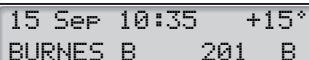
## INTERNAL MESSAGES

## GENERAL

You can send a call-back or a voice message when you call an extension and receive busy tone or get no answer.  
Your incoming messages are indicated on your telephone by a rapidly flashing message-key.

## SEND MESSAGE

To send a message to an extension when you receive busy tone or get no answer.



## Call-back

Send a "call me" message.

**Message** 

**Press**



**Press to send**

## Voice

**Message** 

**Press**



**Press and speak a voice message**



**Press to play-back and listen to your recording**



**Press and speak to re-record**



**Press to send**

### RECEIVE MESSAGE

The message lamp flashes rapidly.



#### **Press to receive a message**

"Call me" messages will call the sender automatically. Voice messages will be heard via the speaker or the handset. The message lamp is flashing rapidly during the procedure and will extinguish after the last message.

***Note:** Depending on the configuration, you might be asked for your personal code before you can retrieve your messages. See section "Security".*



#### **Press to finish the procedure**

## MAILBOX SYSTEM GENERAL

While you are away from the office, callers can leave messages in your individual or in a common mailbox. You are also able to record your personal greeting.

The difference between your individual mailbox and a common one is that a common mailbox can be used for more than one user.

## INDIVIDUAL MAILBOX SYSTEM

Callers are able to leave messages in your individual mailbox.

### Activate

Divert your extension to the mailbox system.



**Press**

2nd

**Press**

Diversion

**Press**



### Dial the number to the mailbox system

Please ask the system administrator for your defined mailbox number.

2nd

**Press**

Diversion

**Press**



### Press to finish the procedure

When the diversion to your mailbox is activated, the Diversion lamp shows steady light.


(continued)

## INDIVIDUAL MAILBOX SYSTEM (continued)

### Deactivate

2nd 

**Press**

Diversion 

**Press**

---

### Retrieve messages - internally

Message 

The message lamp flashes rapidly.

#### **Press to retrieve a message**

Further procedure, see section "Internal messages - Receive message".

---

### Retrieve messages - externally



To retrieve your messages from an external position:

#### **Dial your company's telephone number**



#### **Dial the number to the mailbox system**

During the procedure you will be asked for your extension number and your personal code.

## COMMON MAILBOX SYSTEM

Callers are able to leave messages in the common mailbox.

### Activate


Divert your extension to the mailbox system.



**Press**

2nd 

**Press**

Diversion 

**Press**




**Dial the common mailbox number**

Please ask the system administrator for your defined mailbox number.

2nd 

**Press**

Diversion 

**Press**




**Press to finish the procedure**

When the diversion to your mailbox is activated, the Diversion lamp shows steady light.

### Deactivate

2nd 

**Press**

Diversion 

**Press**

### Retrieve messages - internally

Common mailbox 

**Press the common mailbox key (pre-programmed)**

During the procedure you will be asked for your extension number and your personal code. See section "Security".

(continued)

## COMMON MAILBOX SYSTEM (continued)

Retrieve messages -  
externally



To retrieve your messages from an external position:

**Dial your company's telephone number**

**Dial the common mailbox number**

During the procedure you will be asked for your extension number and your personal code.

---

## PERSONAL GREETING

When you have diverted your extension to the individual- or common mailbox system, you can leave a personal greeting to the caller.

### 1) Enter the information

Pre-defined texts or voice information. How to enter information, see section "Enter information".

### 2) Activate diversion to the mailbox system

How to activate, see sections "Individual mailbox system" or "Common mailbox system".



## ABBREVIATED NUMBERS GENERAL

By using abbreviated numbers, you can make calls simply by pressing a few keys.

Frequently used external numbers are stored as "common abbreviated numbers" in the exchange.

Up to 14 "individual abbreviated numbers" (your personal most frequently used external numbers) can be stored and used. You have two options to do this:

---

### Option 1

#### **Via a programmable key**

4 individual abbreviated numbers can be programmed on the keys A to D.

---

### Option 2

#### **Via the keypad**

10 individual abbreviated numbers can be programmed on the keys "\*\*0" to "\*\*9".

---

## COMMON ABBREVIATED NUMBERS

External numbers are stored centrally in your BusinessPhone system. Common abbreviated numbers have a maximum of 4 digits and can be dialed from every extension that has the authority to do so.




#### **Dial the common abbreviated number**

Please refer to your telephone directory.

## DIAL-BY-NAME

You can program and activate directory numbers (extensions and common abbreviated numbers) on the programmable keys.

*Thomas P* 

**Press to make a call (pre-programmed)**

---

## Program dial-by-name

How to program an internal directory number on a key A to D.



**Enter programming mode**



**Press a programmable key**



**Press**



**Press the programmable key again**



**Dial the number**

You can use any directory number, e.g. a common abbreviated number or a colleague's extension number.



**Press the programmable key again**



**Press to finish the procedure**

## INDIVIDUAL ABBREVIATED NUMBERS VIA A PROGRAMMABLE KEY

You can program and activate your most frequently used external numbers on the 2nd layer of a programmable key.

2nd 

**Press**

Airport 

**Press to make a call (pre-programmed)**

## Program individual abbreviated number

How to program external numbers on the keys A to D.



**Enter programming mode**

2nd 

**Press**

\_\_\_\_\_ A  

**Press a programmable key and dial the digit(s) for external calls**

*Note: Which digit to press for external calls, depends on the configuration of the system.*



**Dial the external number**

The number can consist of up to 24 digits.

\_\_\_\_\_ A 

**Press the programmable key again**



**Press to finish programming**

*Note: The dual-function keys allow individual abbreviated numbers and other functions e.g. dial-by-name to be combined on the same keys. You can remove the transparent cover in order to write the names beside the keys. Put the name referring to the individual abbreviated number in the field below the line to indicate that it is the secondary function.*

*You can also program your most frequently used external numbers via the keypad. See the following section.*

## INDIVIDUAL ABBREVIATED NUMBERS VIA THE KEYPAD

You can program and activate your most frequently used external numbers via the keypad.



### Press and dial the abbreviated number

A number between 0 and 9.

## Program individual abbreviated number



### Enter programming mode



### Select an abbreviated number between 0 and 9 and press



### Dial the external number and press

The number can consist of up to 24 digits. Press \* if you have to wait for dial tone.



### Press to finish programming

## Cancel one specific individual abbreviated number



### Press



### Enter an abbreviated number between 0 and 9 and press

## Cancel all individual abbreviated numbers



### Press

Conformation tone.

## CALL METERING GENERAL

*Note: This chapter only applies to the Standard telephone.*

When the BusinessPhone system is provided with metering information from the public net, the call metering function can be used to check the costs of outgoing calls.

The BusinessPhone system offers several options to obtain this information.

### COST INDICATION



#### Dial

Verification tone, the cost indication is deactivated.

#### Press

To activate the cost indication again for all further calls, repeat the procedure.

### COST OF THE LAST CALL



#### Dial

The display shows the cost of the last call.

#### Press to finish the procedure

### READ OUT YOUR OWN COST COUNTER



#### Dial

The system shows the accumulated costs since the last reset.

#### Press to finish the procedure

### GROUP FACILITIES GENERAL

When you are working together in a team the following group facilities can be very useful. You can page your colleagues, give them telephone attendance or pick up their incoming calls.

### KEY SYSTEM

With this function, all (or selected) external lines are represented by pre-programmed keys on all phones. For each external line, a function key has to be programmed. Which means that you are able to monitor the state of traffic for every programmed external line (e. g. free, busy). You can also establish an external call by pressing the external line key.

#### Answer an external call

To answer an external call, just press the flashing key. (Depending on the programming of the system, an incoming external call will be announced with a flashing line-key and a ringing signal).



**Press (pre-programmed)**  
Speech connection with the caller.

#### Make an external call

To initiate an external call, just press the external line key. The external line will be seized automatically.



**Press a free line-key (pre-programmed)**



**Dial the desired number**

If you make external calls in this way, you do not have to dial the digit(s) for external calls first.


## SUPERVISION / TELEPHONE ATTENDANCE

A function-key can also be programmed for supervision and handling calls for a group of extensions. If a supervision/attendance-key is programmed on your telephone, you are able to call the other group-members or answer incoming calls for the group by pressing the key and monitor the activity of other extensions (free, busy, called).

### Traffic situation

Michael 

**Ongoing conversation (lamp is on)**

Michael 

**Free extension (lamp is off)**

Michael 

**The extension is called (flashing lamp)**

### Pick-up calls for the group


Michael 

Your colleague's extension is indicated on your phone by a pre-programmed key.

**Press to answer the calls directly  
(pre-programmed)**

A flashing lamp beside the key indicates an incoming call.

### Call a group-member

Michael 

**Press to make the calls directly  
(pre-programmed)**

*Note: If the key is flashing, you will automatically pick-up your colleague's ongoing call.*

### GROUP HUNTING

Your telephone can be included in a hunt group, where all members are represented with one common directory number.

Incoming calls to the hunt group, follow the same procedure as calls to normal directory numbers, then the call is directed to free extensions in the group. The hunt order within the group can be changed to suit your needs.

Only one group hunting call can be handled at a time, i.e. a second incoming group hunting call cannot be presented on your other line. However you can still receive group hunting calls to your extension number, if you are busy with a normal call

***Note:** If all members in a hunt group are busy, the call-back or intrusion functions are not available, however the camp-on function can still be used.*

16 hunt groups can be programmed, each containing 1 to 20 members. A hunt group member can be either an extension number, an operator console or a fictive number.

To answer incoming group hunting calls:



**Press the flashing line key**

---

### GROUP CALL PICK UP

In a Pick up group, any member can answer any individual call to group members. You answer a call to the group by dialling a special answering number. Please ask your system administrator for the configured number.



**Dial the group call pick up code**



## LOUDSPEAKER PAGING

You can page all extensions in a group and give a voice message.

Paging 

### **Press (pre-programmed)**

All extensions in a group are called.

Paging 

### **Press again and hold the key (pre-programmed)**

Give the voice message and then release the key.

Now you can wait for answer, or terminate. If you do not get an answer within 30 seconds, the paging function will be terminated automatically.

## Answer paging

A short signal and a flashing "Paging"-key will inform you when a loudspeaker paging is received.

Paging 

### **Press (pre-programmed)**

An internal call is established with the paging party.

## COMMON BELL

The common bell facility allows all extensions of the system (operator included) to pick up the call from an extension that has been predefined as a common bell extension.



### **Dial the common bell pick up code**

Please ask your system administrator for the common bell pick up code. You will immediately be connected with the calling party.

If two or more extensions simultaneously attempt to answer a call from the common bell extension, only the first extension will pick it up. The other extensions will receive the "number unobtainable" tone and their displays will show the message "No call waiting at common bell".

This will also happen if you dial the common bell pick up code and there are no calls waiting at the common bell extension.

***Note:** You can also program the common bell code on a function key.*

### OTHER USEFUL FACILITIES GENERAL

By using these facilities your productivity will be increased, e.g. you can set reminders for important meetings, place the costs for external calls on separate accounts, listen to music via the loudspeaker and much more...

### REMINDER

The phone can be set to remind you at any time within the next 24 hours (multiple settings are allowed).

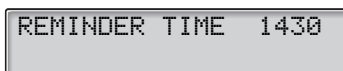


**Press**



#### **Dial reminder time and press**

(00-23) hour + (00-59) minute. Delete the at last entered digit with the "minus" key. Example: 1430.



***Note:** If you receive busy tone, your extension does not have the authority to set a reminder.*



#### **Press to finish programming**

When the reminder time is reached, your phone rings with recall signal.

### Cancel reminder



**Press to cancel all settings**



**Press to finish the procedure**

## ACCOUNT NUMBER

You can place the costs for external calls on a selected account number (up to 15 digits).

### Enter account number before the call



**Dial**



**Enter account number and press**  
Internal dial tone. Make the external call.

### Enter account number during the call

If your telephone has a pre-programmed account number-key, you can also enter an account number during a call.

*Account number* 


**Press (pre-programmed)**



**Enter account number and press**

## BACKGROUND MUSIC

You can listen to background music over the loudspeaker on your phone by pressing a pre-programmed Music key, or by entering the number for the music channel. Please ask your system administrator for the configured number.

*Background music* 

**Press to activate the music (pre-programmed)**

The music automatically switches off when you make or receive calls and switches on again when the call is finished.



**Press to cancel the music**

*Note: You can adjust the volume, see section "Audible adjustments".*

### INTERCOM LINE

A two-way direct call function between two extensions, for instance in executive-secretary communication.

*Intercom to Secretary* 

**Press to establish an intercom call (pre-programmed)**




**Press to cancel the intercom call**

### TANDEM CONFIGURATION

The tandem configuration is a unit, consisting of two telephones using the same directory number. One of the telephones is defined as the "master" and the other one as the "slave".

This function enhances the communication for users that, for example, have a wired phone on their desk (the "master telephone") and need to be mobile within their company's building with their own portable (the "slave telephone"). Basically the tandem configuration works as follows:

#### To activate the tandem configuration

*Slave log on/off* 

**Press (pre-programmed)**

or



**Press to log on the slave telephone**



10 May 14:10 +15°  
2nd USER LOGGED ON


For incoming calls:

- Both telephones are treated as 1 single extension.

For outgoing calls:

- Both telephones are treated as 2 separate extensions.

## To deactivate the tandem configuration

*Slave log on/off* 

# 2 8 #

**Press (pre-programmed)**

or

**Press to log off the slave telephone**

For incoming calls:

- The "Slave" telephone cannot be called and the "Master" telephone works as a normal "stand-alone" telephone.

For outgoing calls:

- Both telephones are treated as 2 separate extensions.

## Transferring a call between the members of a tandem unit

*Inquiry*  

**Press and dial own directory number**

*Transfer* 

**Press**

## IMMEDIATE ANSWER

It is possible to get automatic hands-free answering on internal calls without pressing the line key. If you require this facility, please ask your system administrator.

*Immediate answer* 

**Press the immediate answer key (pre-programmed)**

Incoming calls will be indicated by one muted ringing signal, the On/Off lamp lights and the call comes straight in through the loudspeaker.

*Note: To accept a transferred external call you must first press the Transfer key. The Immediate answer function is not available on the Dialog 3201 and 3202 telephones.*

## Cancel immediate answer

*Immediate answer* 

**Press the immediate answer key (pre-programmed)**

The lamp extinguishes.

### DIRECT INWARD SYSTEM ACCESS (DISA)

If you are working externally and you have the need to make business calls, call your company and use the company PBX to make an external call to the desired party.

You just pay the costs for the phone call to your company. The other costs will automatically be placed on your extension number or on a special project.



**Dial the public number of your company**



**followed by the DISA number**

Please ask the system administrator for the defined DISA number.



**Dial the external number**

*Note: During the procedure you will be prompted for your personal code. Which code to use and how to change it, see section "Select Personal Code". See last page for a card to remember these specific numbers.*

### AUTOMATED ATTENDANT

The Automated Attendant facility sends voice instructions to external and internal callers, informing them of all possible options they can choose. Voice instructions lead the callers step by step to the desired destination.



**Dial the Automated Attendant directory number**

Please ask your system administrator for the Automated Attendant directory number.

## DOORPHONE

The doorphone is used to monitor the admission to your company, i.e. you can open the doorlock from your phone.

### Answering door-phone calls

Line 1 

#### Press the flashing line key

You will be in speech connection with the calling party.

### Opening of the doorlock

Inquiry 



#### Press

#### Dial the door-opener's directory number

Please ask your system administrator for the number.

*Note: You can also program the door-opener's directory number as a common abbreviated number or a function key.*

## NIGHT SWITCHING

If you want this facility, please ask your system administrator. This function is used for directing all incoming calls to one extension (answering position), for example when the office is closed.

Night 

#### Press to activate or deactivate (pre-programmed)

When the lamp lights, night switch is active. When the lights extinguishes, night switch is passive.

## SECURITY GENERAL

You can block your extension in order to prevent unauthorized use of your telephone, e.g if your external calls are placed on a specific account number.

### BLOCK EXTENSION



**Dial to block your extension**

Verification tone.



**Press to finish the procedure**

### Un-block extension



**Dial**



**Dial your personal code and press to re-open**

Verification tone. Your extension is open for use.



**Press to finish the procedure**

## SELECT PERSONAL CODE

You can use your four-digit code for blocking your phone from unauthorized use, or for making external calls from any blocked extension.



**Dial to select a new code**



**Dial your present code and press**

The default personal code is "0000".



**Dial your new code and press**

Verification tone.

15 Sep 10:35 +15°  
 #\*72\*-----\*4321#



**Press to finish the procedure**



## BYPASS BLOCKED EXTENSION

In order to make a call, you can temporarily bypass a blocked extension.

### Bypass own extension

⌘ 7 2 ⌘

**Dial**

○ ○ ○ ○ #

**Dial your personal code and press**

Dial tone. You can make one call from your extension.

### Bypass another extension

⌘ 7 2 ⌘

**Dial**

○ ○ ○ ○ \*

**Dial your personal code and press**

○ ○ ○ ○ #

**Dial your extension number and press**

Dial tone. You can make one call from the blocked extension.

## LEAST COST ROUTING GENERAL

Least Cost Routing (LCR) automatically selects the cheapest way to establish the connection to the desired external number. Please ask your system administrator if this function is installed in your system.

## LEAST COST ROUTING

If the extension has been configured to use LCR, each external call will be analysed and the cheapest way will be selected.

### Use least cost routing



#### Dial the digit(s) for external calls and external number

The usual way of making an outgoing external call.

### Calling least cost routing

If LCR has been installed in your system, but your extension is not configured to use it automatically, you also have the opportunity to get the cheapest connection by dialling the LCR code before you dial an external number.



#### Dial the LCR code

Please ask your system administrator for the LCR code.



#### Dial the digit(s) for external calls and external number

*Note: You can also program the LCR code on a function key.*

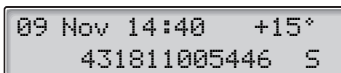
## ISDN FACILITIES GENERAL

*Note: This chapter only applies to the Standard telephone.*

This chapter is only relevant when your system is connected to a digital trunk line (ISDN-trunk line). It provides a general view of all the (supplementary) services available from the public net which are supported by the system. The services from the public net differ from market to market. Please ask your system administrator which features are available.

## NUMBER IDENTIFICATION

The main difference compared to the analogue public net is the number identification between the connected parties.




When you establish an outgoing external call, the public number of your system and your extension number will be sent to the caller. If the number of the answering party is different from the dialled one (for example, after a diversion), you will also be informed about the answering party's number.

When you answer an incoming external call on your phone (or from another phone), you will see the caller's number on the display. Your public number will be sent to the caller.

## NUMBER SECRECY

By pressing a pre-programmed "number secrecy" key you can choose not to show your complete number (public + extension number) to the connected party.



*Number secrecy* 

**Press a pre-programmed key to suppress your complete number to the public net**

The lamp beside the key shows a steady light and the function remains activated until the key is pressed again.

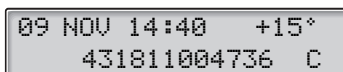
### ANSWER AN INCOMING CALL FROM AN ISDN-LINE

A ring signal and a flashing lamp indicates an incoming call, one of the following three cases will occur.

*Example 1 :*

The public net provides the number of the caller.

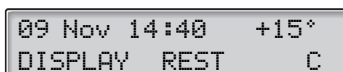
Mr. Plattner with public number  
0043 181100 4736 is calling.



09 NOV 14:40 +15°  
431811004736 C

*Example 2 :*

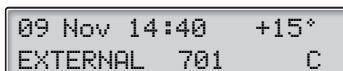
The caller has activated "number secrecy".  
(The calling number will be suppressed.)



09 Nov 14:40 +15°  
DISPLAY REST C

*Example 3 :*

The public net cannot provide the calling number, in this case the normal number of the external line will be shown.



09 Nov 14:40 +15°  
EXTERNAL 701 C

Answer the call in the normal way.

## MAKE AN EXTERNAL CALL ON AN ISDN-LINE

Establish an external call in the normal way.

If the called party is also connected to a digital trunk line, your public number is shown on the called party's display.

If the connected party number differs from the dialled one (for example : diversion or pick up from another extension), your display shows the new number.

*Example :*

Called Party number 0043 181100 Extension 4736.

```
09 Nov 14:40 +15°
000431811004736 F
```

The desired extension 4736 will be answered by extension 5446.

```
09 Nov 14:40 +15°
000431811005446 S
```

When the connected party has activated "number secrecy" (number suppression), your display shows the following information.

```
09 Nov 14:40 +15°
DISPLAY REST S
```

### MALICIOUS CALL IDENTIFICATION

If you are disturbed by malicious external incoming calls, you can request a number tracing from the network provider.

If you cannot see the number of the caller or connected party (because of an activated number suppression), you have the possibility to register the number in the public network during the call.

*Malicious call id.* 

**Press to register the connected number (pre-programmed)**

**or**



**Press to register the connected number**

If the function is accepted in the public net, your display shows the following information.

```
MCID ACCEPTED
DISPLAY REST S
```

If you cannot identify the connected party, your display shows the following information.

```
MCID REJECTED
DISPLAY REST S
```

After 3 seconds the display will return to the previous display.


## ISDN CALLER LIST

This function will insure that you will not miss any incoming calls, by storing unanswered ISDN calls on your telephone, e.g. if you do not answer or your telephone is busy.

Via your telephone you can:

- See the number of unanswered calls
- Call the stored numbers in the caller list
- Scroll through the caller list
- See the time and date of the arrived calls
- Erase calls from the list

The number of calls in the list are indicated on your display, e.g. "10C" indicates that 10 calls are stored in the list.



```

15 Sep 10:35   +15°
ANDERSEN A    200 10C
  
```

### Retrieve calls



To see the first entry in the caller list:

#### Press

The display shows the following information, e.g. "1C" indicates the first stored call in the list.



```

431811005446  1C
next: +       erase: -
  
```

***Note:** If you do not react within 30 seconds the display is returned to idle state. If you want to leave the function before the timeout, press the "Clear"-key.*



**Press to scroll through the list**

(continued)

## ISDN CALLER LIST (continued)

Line 1 

### Press to call the selected number

When the call is successful, the number is automatically removed from the caller list. The system automatically adds the digit(s) for external calls (route access code).

*Note: If a route access code hasn't been defined for your caller list, contact your system administrator.*

---

### Show date, time and call attempts of the selected call

When you are retrieving calls from your caller list.

0

### Press to see the date and time of the selected call

You will see when call was received and how many times the same call came in.



20 Sep 12:20 12x

0

### Press to return to the previous display

---

### Erase calls from the caller list

When you are retrieving calls from your caller list.



### Press to erase the selected call

The call is erased from the list and the next call is displayed. The display will inform you if there are no more calls in the list.

*Note: If you do not react within 5 seconds the display is returned to idle state. If you want to leave the function before the timeout, press the "Clear"-key.*



---

**OPTIONAL  
EQUIPMENT  
GENERAL**

This chapter describes optional features that can be used together with your BusinessPhone telephone.

---

**OPTION UNIT**

The Option unit DBY 410 02 is an optional accessory, to be installed on the bottom of your telephone set. The following devices can be installed via the Option unit:

- Tape recorder
- Extra bell or busy indication outside your door
- Enhanced headset functionality or a conference unit  
*Note: Regarding the headset functions see previous section.*
- PC sound card
- Second handset

*Note: For people with impaired hearing the Option unit offers the possibility to amplify the receiving volume in the handset and headset.*

---

**EXTRA HANDSET**

Useful for involving a second person in your conversation, for talking or just listening.

---

**TAPE RECORDER**

When a recording of the telephone conversation is needed, for evidence purposes, a tape recorder can be connected.

### HEADSET

The following headset functions are available.

***Note:** To use the headset functions your telephone has to be equipped with option unit DBY 410 02. How to install the option unit, see separate installation instructions provided with the option unit.*

---

#### Activate/Deactivate the headset

Headset 

**Press the headset key to activate/deactivate the headset (pre-programmed)**

See section "Description". All calls can be handled via the headset.

---

#### Answer calls

Line 1 

**Press the flashing line key to answer**



**Press to terminate a headset call**

---

#### Make calls



**Dial the number**



**Press to terminate the call**

---

#### Headset to handset



**Lift the handset**

---

#### Handset to headset

Headset 

**Press the headset key (pre-programmed)**

**Headset with  
group listening**



**Press to toggle between headset with or without group listening**

**Headset to handsfree**



**Press**

*Headset* 

**Press the headset key (pre-programmed)**

**Handsfree to headset**

*Headset* 

**Press the headset key (pre-programmed)**

**CONFERENCE UNIT**

For conferences with many participants, the conference unit enhances the speech quality. It provides full duplex and high quality conversation possibilities.

**ALARM  
INTERFACE UNIT**

This plug-in module is fitted into the bottom of the telephone. It makes it possible to transfer alarm signals from various devices via the telephone to the exchange and to a pre-defined extension. A special circuit layout provides maximum functional security.

To a telephone fitted with an alarm interface unit you can connect devices such as bathroom alarms for hotel rooms, emergency alarms for hospitals, bank security alarms and supervision of machines.

## PROGRAMMING GENERAL

If you require frequent use of certain functions, you may program them on the keys A-D on the telephone. When you want to use the function, just press the key.

***Note:** Programming of dial-by-name keys and individual abbreviated numbers are described in section "Abbreviated numbers" and how to program a new diversion address is described in section "Call forwarding".*

## PROGRAM A FUNCTION

How to program a function on key A.



**Enter programming mode**

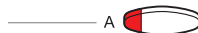


**Press the desired programmable key**



**Select function code**

See section "Function codes and required data".



**Press the programmable key again**



**Enter associated number**

See section "Function codes and required data".



**Press the programmable key again**

**Continue with section "select ringing character"**

**or**



**Press to finish programming**

After approximately 10 seconds, the function key is active

***Note:** The dual-function keys allow programmed functions and individual abbreviated numbers to be combined on the same keys. Remove the transparent cover in order to write the names beside the keys. Put the name referring to the programmed function in the field above the line to indicate that it is the primary function.*

## Select ringing character



### Select ringing character (0-4)

See section "Function codes and required data".



**Press the programmable key again**



### Press to finish programming

After approximately 10 seconds, the function key is active.

## Example :

Program supervision of extension 204 on key A, with ringing character 1. For available function codes, see section "Function codes and required data".



**Enter programming mode**



**Press the desired programmable key**



**Select the function code for supervision**



**Press the programmable key again**



**Enter extension number**



**Press the programmable key again**



**Press to select ringing character**



**Press the programmable key again**



**Press to finish programming**

## FUNCTION CODES AND REQUIRED DATA

Function	Function code	Associated number	Ringling character
Dial-by-name	10	Extension number	–
Post dialling	11	4 Call waiting	–
		5 Automatic callback	–
		6 Individual call pick up	–
		7 Radio paging	–
		8 Intrusion	–
* External line	12	The directory number of the line	0–4
Supervision	13	Extension number	0–4
Intercom line	14	Extension number	0–4
* Loudspeaker	15	The number of	–
paging		the group (0–7)	
Common mailbox	18	Common mailbox number	–
Supervision slave	19	–	0–4
* R key	25	–	–
Busy line 2	26	–	–
Conference	27	–	–
Immediate answer	28	–	–
* Account number	30	–	–
External voice mail	34	–	–
Hold	35	–	–
Transfer	36	–	–
Save/Redial	37	–	–
Read &	38	–	–
(Not available on the Economyplus telephone)			
* Number secrecy	40	–	–
* Malicious call identification	41	–	–
Log on/off slave	43	–	–

Ringing function:

0 =No ringing.

1 =Ringing.

2 =Delayed ringing (after 10 seconds).

3 =One single ringing signal. (The signal is muted).

4 =One delayed ringing signal (after 10 seconds. The signal is muted).

\* The functions need to be programmed by your system administrator.

***Note:** "Malicious call identification" and "Number secrecy" functions are only available on the Standard telephone.*

***Note:** Special authorisation is required when programming function-keys.*

## DISPLAY INFO GENERAL

*Note: This chapter only applies to the Standard telephone.*

The display assist your actions on the phone with step-by-step instructions.

## DISPLAY INFO

When your phone is idle, the upper line shows general information. The lower line shows your name and extension number.

```
15 Sep 10:35 +15°
ANDERSEN A 200
```

During an internal call or an incoming external call the lower line shows the other party's name, extension number and status.

```
15 Sep 10:35 +15°
BURNES B 201 S
```

## Status information

Status information during internal calls:

NB	The called number is blocked.
B	The called extension is busy.
C	Incoming call.
F	The called extension is free.
F2	The called extension is free on line 2.
I	Intrusion.
P	The called extension has parked the call.
R	Recall from an individually parked call.
S	Speech mode.
NU	Number unknown.
W	Camp on mode.
⊗	The called extension has text info stored.
⊘	The called extension has voice info stored.
+15° ^	Indicates outside temperature and tendency (up or down) if your telephone system is equipped with optional temperature sensor.



## VISIBLE SIGNALS GENERAL

The key lamps on your telephone indicates with different signals the traffic state of the ongoing call or function.

## LAMP INDICATIONS



Extinguished lamp

The function is not active.



Steady light

The function is active.



Slowly flashing lamp

The line (or function) is put on hold.



Rapidly flashing lamp

An incoming call or message waiting.



Light with short breaks

Ongoing call.

## AUDIBLE ADJUSTMENTS GENERAL

In order to satisfy your personal needs, the BusinessPhone 250 / BusinessPhone 50 system is equipped with many options to set and adjust a personal volume and ringing signal.

## HANDSET AND LOUDSPEAKER VOLUME

Use the volume keys. You can set different volume levels for internal and external calls and for background music. During a call, adjust handset listening volume in handset mode. Adjust loudspeaker volume in monitor mode or during background music.



**Press to change the volume**

## RINGING SIGNAL

By programming, you can adjust ringing type (2 types), ringing volume (10 steps) and ringing character (10 characters).



**Enter programming mode**

Now you can select ringing type, volume or character.

### Ringing type

Select type 1 if you want the set ringing volume at a constant level, select type 2 if you want gradually increasing volume when the phone rings.



**Press**

**or**



**Press**

You will hear the selected type.



**Press to finish the procedure**

***Note:** When type 2 is selected, the programming of the ringing volume is not applicable.*

## Ringing volume

2 \* 0 — 9

### Press

You will hear the selected volume (0...lowest volume, 9...highest). You only have to press the last digit to select another ringing volume.



### Press to finish the procedure

*Note: This programming is not applicable when you have selected ringing type 2.*

## Ringing character

3 \* 0 — 9

### Press






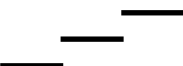







You will hear the selected character. You only have to press the last digit to select another ringing character.



### Press to finish the procedure

TONES AND SIGNALS

Tones are audible in the handset. Ringing signals are emitted from the phone. You can adjust the tones and signals on your phone. See section "Audible adjustments".

<b>Dial tone</b> (System ready to accept digits)		
<b>Special dial tone</b> (System ready to accept digits, active diversion on telephone)		
<b>Ringing tone</b> (Ringing signal to called party)		-repeated after 4 s
<b>Special ringing tone</b> (Ringing signal to line 2)		-repeated after 4 s
<b>Busy tone</b> (Called party is busy)		
<b>Number unobtainable tone</b> (Called number not accessible or vacant)		
<b>Blocking tone</b> (Call cannot be executed due to congestion or called party blocked)		
<b>Verification tone</b> (Verification that ordered function is accessed)		
<b>Intrusion tone</b> (Sent to all parties during intrusion)		
<b>Conference tone</b> (Sent to all participants in a conference)		-repeated after 15 s
<b>Internal ringing signal</b>		-repeated after 4 s
<b>External ringing signal</b>		-repeated after 4 s
<b>Automatic call-back signal</b>		

*Note: The tones and ringing signals in this guide refer to the standard system but may vary between countries.*

## GLOSSARY

### ABBREVIATED NUMBER DIALLING

Initiating a call to a pre-programmed number by dialling a code or pressing a key. Short numbers can be: *1. Common, which means that all extensions can use them. 2. Individual, which means that they are programmed and used by each extension separately (14 numbers).* See section "Abbreviated numbers".

### ACCOUNT NUMBER

To place costs for external calls on a selected account number (up to 15 digits). See section "Other useful facilities".

### AUTOMATED ATTENDANT

A facility which sends voice instructions to internal and external callers, providing all options which can be chosen. Voice instructions lead the caller to the desired destination. See section "Other useful facilities".

### CALL-BACK

An indication to a busy extension, to inform the person that you want to speak to him/her. See sections "Internal messages" and "Outgoing calls".

### CAMP ON

To place (queue) a call to a busy extension. See section "Outgoing calls".

### COUNTER

The counter keeps track of the time and cost of your calls. See section "Call metering".

### DIAL-BY-NAME

Initiation of a call by operating a single key. Internal numbers (or common abbreviated numbers) can be stored on each extension. See section "Abbreviated numbers".

### DIRECTORY NUMBER

Numbers with 1-8 digits which are assigned to extensions or external lines or as common abbreviated numbers.

### DIRECT INWARD SYSTEM ACCESS (DISA)

If you are working externally, the DISA function enables you to make external calls (long distance) via the company PBX. You only pay for the call to your company. See section "Other useful facilities".

### DIVERSION

Incoming calls to an extension are diverted to another directory number (extension, common abbreviated number or the operator). There are three possibilities: *1. Direct, which means that all calls to an extension are forwarded directly. 2. On no reply, which means that a call is forwarded if it is not answered within a certain time. 3. On busy, which means that a call is forwarded if the extension is busy.* See section "Call forwarding".

### DIVERSION BYPASS

This is useful for letting urgent calls through to an extension where diversion is active. See section "Call forwarding".

### EXTENSION

All telephones connected to the PBX have a unique internal number (upto 8 digits). If your telephone is equipped with a display, you can see your number.

### FUNCTION CODE

A digit code that corresponds to a specific function. See section "Programming".

### HOLD

To park a call. See section "During calls".

### INFORMATION

Internal callers are informed about absence and time of return. External callers are diverted to the operator, where the same information is available. Information can be of two kinds: *1. Pre-programmed text information. 2. Voice information.*

### INTERCOM LINE

A two-way direct call function between two extensions, for instance an executive-secretary communication. See section "Other useful facilities".

### INTRUSION

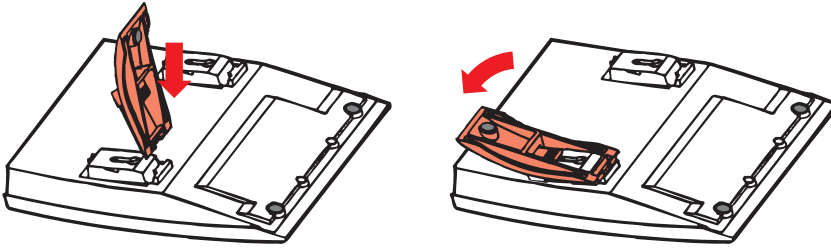
To intrude on an ongoing call when a requested extension is busy. See section "Outgoing calls".

(continued)

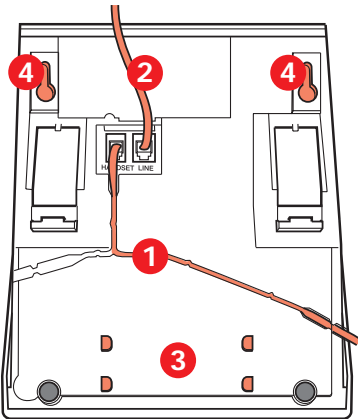
## GLOSSARY (continued)

ISDN	Integrated Services Digital Network. Provides your system with supplementary services from the public net. See section "ISDN facilities".
LEAST COST ROUTING	A function that automatically selects the cheapest way to connect your external call (not necessarily the shortest distance). See section "Least cost routing".
LOUDSPEAKER PAGING	All members of an extension group are "paged", i.e. receive a short, sharp tone on the loudspeaker followed by a voice message from the sender. See section "Group facilities".
MAILBOX	The mailbox system controls the messages that are left for or sent by you when you are absent. See section "Mailbox system".
MESSAGE	A message can be sent to any extension. This is useful when you receive the busy tone or get no answer. There are two kinds of message: 1. <i>"Call me" message</i> . 2. <i>Voice message</i> . See section "Internal messages".
METERING	Outgoing external calls can be metered on individual call meters or specified account numbers. See section "Call metering".
MUTE	To switch the microphone temporarily off. See section "During calls".
NIGHT SWITCHING	Used for directing all incoming calls to one extension (answering position), for example when the office is closed. See section "Other useful facilities".
PBX	Public Branch Exchange. Your telephone switching system (e.g. BusinessPhone 250).
PERSONAL CODE	A four-digit code needed to e.g. block your extension and retrieve messages from the mailbox system. You can set your own personal code. See section "Security".
PRE-DEFINED TEXT	Pre-programmed absent information. See section "Information".
THIRD PARTY	A third connection (person), which can be included in an ongoing two person conversation. The connection can be internal or external. See section "During calls".
TIE LINE	An external line from the private network.
TRANSFER	During an internal or external ongoing call you can make an inquiry and then transfer the call to another party (internal or external). See section "During calls" and "Useful hints".
TRUNK LINE	A trunk line is the same as an external line. Can be either digital or analogue.

## INSTALL STAND

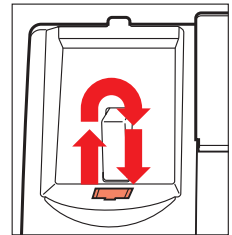


## INSTALL CABLES



- 1 Cable to handset
- 2 Cable to exchange
- 3 Space for personal number directory (optional)
- 4 Wallmounting screw holes

Wall  
mounting  
handset  
hook



You can put the cable to the handset in any of the two notches underneath the telephone. The cable to the exchange has to be plugged in "LINE".

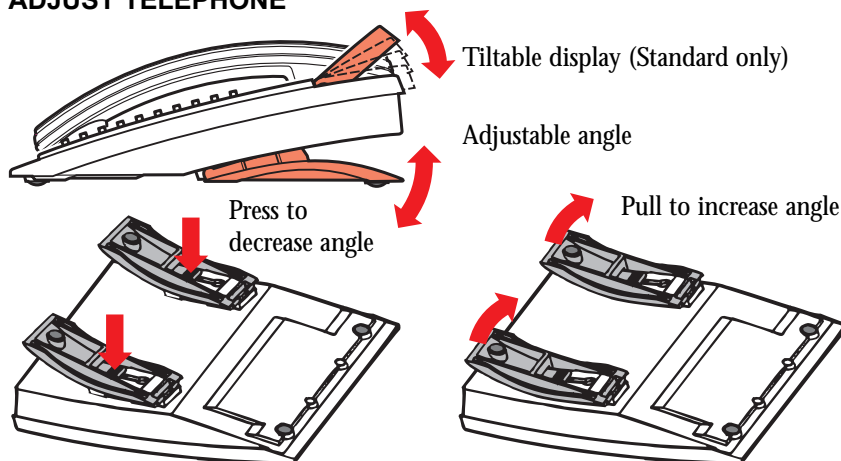
## Change cables

To remove a cable, push down the plug's stop. Use a screw-driver to unlock the stop.

### PLACING THE TELEPHONE

- Do not place your telephone on sensitive surfaces. Use a non-slippery pad to protect your furniture from possible damage.
- Do not place your telephone near sources of extreme heat, e.g. near the radiator.
- Make sure that the line cable isn't creased.

### ADJUST TELEPHONE



### CLEANING THE TELEPHONE

Use a slightly moistened (not wet) cleaning-rag or an anti-static rag and wipe off the telephone carefully. Do not use rough rags, solvents or aggressive cleaning fluids. Any damages of the telephone, that are caused by non-observance of these instructions, are not part of the liability given by the manufacturer.



## CONNECTIONS BETWEEN EXTERNAL LINES

With your BusinessPhone PBX, you can establish an external call diversion or a conference with more than one external party or transfer an external call too another external destination (e.g. a mobile phone). These features are very useful for everyday business life.

***Note:** When these features are used, your BusinessPhone will occupy at least two external lines.*

However, there may be disadvantages in connecting to several external lines. We would therefore like to draw your attention to the following:

- **Please do not transfer external calls to an external mailbox, to information systems or to external parties before they have answered**
- **Try to avoid diverting calls to third parties before they have answered**
- **Cancel your calls by pressing the "Clear"-key**

If the external parties are not persons (mailbox, automated information or attendant systems, etc.), connections on external lines can last a long time, which can be costly. Moreover, such calls may occupy two of your system's external lines. You can restrict connections between the external lines by re-programming your system.



Please ask your system administrator or contact our service center for more information.


	Page		Page
Abbreviated numbers.....	31	Diversion information .....	24
Absent information.....	21	Doorlock .....	45
Account number.....	41	Doorphone .....	45
Adjust telephone.....	70	During calls .....	12
Alarm interface unit.....	57	Enter information.....	21
Answer a second call.....	8	Erase information .....	23
Answer an incoming call from an ISDN-line .....	50	External calls.....	9
Answer calls .....	7	External calls on an ISDN-line .....	51
Answer paging calls.....	39	Extra handset .....	55
Audible adjustments .....	64	Fixed diversion.....	17
Audible signals.....	65	Follow me.....	19
Automated attendant.....	44	Free on 2nd access .....	8
Automatic call-back .....	10	Functions and required data .....	60
Background music .....	41	Glossary .....	67
Block extension.....	46	Group call pick up.....	38
Busy extension .....	11	Group facilities .....	36
Bypass blocked extension.....	47	Group hunting .....	38
Bypass call forwarding .....	20	Group listening.....	12
Call-back .....	10	Group paging .....	39
Call forwarding.....	17	Handset and loudspeaker volume .....	64
Call me message .....	25	Handset to handsfree .....	12
Call metering.....	35	Handsfree, incoming calls.....	7
Camp-on .....	11	Handsfree, outgoing calls.....	9
Cleaning the telephone .....	70	Handsfree to handset .....	12
Common abbreviated numbers.....	31	Headset.....	56
Common bell .....	39	Hold .....	15
Common hold.....	16	Immediate answer.....	43
Common mailbox system .....	29	Incoming calls.....	7
Conference .....	15	Incoming call from ISDN-line.....	50
Conference unit.....	57	Individual abbreviated numbers general.....	33
Cost indication .....	35	Individual abbreviated numbers via a programmable key .....	33
Cost of the last call .....	35	Individual abbreviated numbers via the keypad .....	34
Counter .....	35	Individual diversion.....	18
Description.....	5	Individual hold .....	15
Dial-by-name.....	32	Individual mailbox system .....	27
Direct Inward System Access (DISA).....	44	Information .....	21
Display info .....	62	Inquiry .....	13
Diversion .....	17		

	Page		Page
Install cables .....	69	Program a function.....	58
Install stand .....	69	Program fixed diversion address.....	18
Installation.....	69	Programming.....	58
Intercom line .....	42	Public net functions.....	49
Internal calls .....	9	Read out your own cost counter.....	35
Internal messages .....	25	Receive info for diverted calls .....	24
Intrusion.....	11	Receive message .....	26
ISDN caller list.....	53	Redial number .....	10
ISDN facilities.....	49	Refer back.....	13
Key system.....	36	Reminder.....	40
Lamp indications .....	63	Ringing character.....	65
Last external number redial.....	9	Ringing type.....	64
Least Cost Routing.....	48	Ringing signal.....	64
Loudspeaker paging .....	39	Ringing volume .....	65
Mailbox system.....	27	Save external number.....	10
Make an external call on an ISDN-line .....	51	Save information.....	23
Make calls.....	9	Security.....	46
Malicious call identification.....	52	Select personal code.....	46
Messages .....	25	Send message .....	25
Music.....	41	Short numbers.....	31
Mute.....	13	Slave log .....	42
Night switching.....	45	Supervision/telephone attendance .....	37
Number identification .....	49	Tandem configuration .....	42
Number secrecy .....	49	Tape recorder .....	55
Opening of the doorlock .....	45	Tones and signals .....	66
Option unit .....	55	Transfer.....	14
Optional equipment .....	55	Two telephones .....	42
Other useful facilities.....	40	Un-block extension.....	46
Outgoing calls .....	9	Useful hints .....	71
Paging group.....	39	Visible signals .....	63
Personal code .....	46	Voice information .....	23
Personal greeting.....	30	Voice messages.....	25
Placing the telephone.....	70	Volume .....	64
Portable telephone (slave telephone) .....	42	When you receive busy tone .....	11
Pre-defined texts .....	22		



# QUICK REFERENCE GUIDE


## ANSWER CALLS


Answer:  or **Line 1** 



Answer on another extension:  (Call ringing extension) **6**




## MAKE CALLS



Normal calls:  (Extension no.) or  (External no.)



Common abbreviated number:  (Abbreviated no.)

Dial by name: **Ericson** 

Individual abbreviated number: **2<sup>nd</sup>**  **Airport** 

Last external number redial:   

Save external number: **2<sup>nd</sup>**  **Save/Redial**  (Before you finish the call)

Redial: **2<sup>nd</sup>**  **Save/Redial** 


## YOU GET BUSY TONE OR NO ANSWER


Automatic call-back: **5**  (Lift handset when called back)


Camp on: **4** (Keep handset off hook)


Intrusion: **8**

## DURING CALLS



Switch to handsfree (Dialog 3211 & 3212 only): 



Switch to handset (Dialog 3211 & 3212 only): 

Group Listening: 




Individual hold: **Line 1**  (Flashing key to retake)

## INQUIRY





Ongoing conversation: **Inquiry**   (Call 3rd party)

Back to first party:  **Line 1** 



## REFER BACK



Press flashing key to connect: **Line 1**  or **Line 2**  or **Inquiry** 

## CONFERENCE


Ongoing conversation: **Inquiry**   (Call 3rd party) **2<sup>nd</sup>**  **Conference** 


## TRANSFER


Transfer a call: **Inquiry**   (Call 3rd party)

**Transfer**  or  (Before or after answer)

## MESSAGES


"Call me": **Message**  **#**

Voice: **Message**  **9** **Speak**



Play-back: 




Re-record: **9** **Speak**



Send: **#**



Receive messages: **Message** 





## CALL FORWARDING



Fixed diversion: **2<sup>nd</sup>**  **Diversion** 




Individual diversion:  **2<sup>nd</sup>**  **Diversion**  (New no.)

**2<sup>nd</sup>**  **Diversion** 





Cancel diversion: **2<sup>nd</sup>**  **Diversion** 



Follow me, re-direct from answering extension:  **2** **1**   (Own no.)  (New no.) **#**

Cancel from ans. extension: **#** **2** **1**   (Own no.) **#**

Bypass call forwarding:  **6** **0**   (Extension no.) **#**

## INFORMATION

Enter information (pre-text): **2<sup>nd</sup>**  **Info**   (Enter "info code" + "completing info" from list below) **#** 

Erase information: **2<sup>nd</sup>**  **Info**  **0** **#**

	info code	completing info
Time of return	1.	hour (00-23) minute (00-59)
Date of return	2.	month (01-12) day (01-31)
Lunch	3.	back at, hour minute
Meeting	4.	back at, hour minute
Vacation	5.	back, month day
Illness	6.	back, month day

*Communication is our business*

Ericsson's 100,000 employees are active in more than 130 countries. Their combined expertise in fixed and mobile networks, mobile phones and infocom systems makes Ericsson a world-leading supplier in telecommunications.

Ericsson's Information on Demand Database can be addressed at:  
<http://www.ericsson.com>

**Austria**

Ericsson Austria AG  
 Business Group BusinessPhone  
 Pottendorfer Strasse 25-27  
 A-1121 Vienna, Austria  
 Telephone: +43-1-81 100-0  
 Telefax: +43-1-81 100-699

**England**

Ericsson Limited Business Systems,  
 Midleton Gate,  
 Guildford Business Park,  
 Guildford,  
 Telephone: +44-(0)1483-407297  
 Telefax: +44-(0)1483-407299

**Australia**

Ericsson Australia Pty Ltd.  
 Ericsson Business Systems  
 126-142 Trenerry Crescent  
 Abbotsford Vic 3067, Australia  
 Telephone, sales: +61-13-1374  
 Service: +61-1800-033-216  
 Telefax: +61-9284-5776  
<http://www.ericsson.com.au/AU/>

EN/LZTBS 102 095 R3A  
 © Ericsson Austria AG 05/1998